



**MSFC Quality Policy**

MSFC Policy is to provide quality products and services to our customers through the Marshall values: people, customers, excellence, teamwork and innovation.

**Marshall Management System (MMS)**  
The MMS is the system that implements NASA and MSFC policy and procedures. The MMS is registered to ISO 9001

**Marshall Integrated Document Library (MIDL)**  
Location for NASA & MSFC Directives, Standards, Procedures & Organizational Issuances

**Know your MMS**  
Review "Audit Preparation Questions & Answers" from the MSFC ISO 9000 Website.  
<http://iso9000.msfc.nasa.gov:9001/index.html>




Side 1



**Checklist for Maintaining the MMS Registration**

- Know the Quality Policy
- Know the MMS Representative
- Know your job responsibilities (contact your supervisor or lead)
- Know what work instructions apply to you in your job and where they are located (contact your supervisor or lead)
- Know how to access the Marshall Integrated Document Library (MIDL) and be familiar with all Directives and Organizational Issuances that affect YOUR job functions
- Know what to do if you find products, processes, or services that are nonconforming and how to use the corrective action system
- Know what quality records are required in your job and where they are kept
- Know who your MMS Organization representative is and contact them if you have any questions about the MMS
- Know the quality objectives and metrics related to your job (contact your supervisor or lead)
- Know how processes are continually improved
- Know your customer and how to provide customer feedback to MSFC Management
- Be prepared for Internal and external audits

NOTE: Answers to the above can be found in a detailed exercise "Audit Preparation Questions & Answers" from the MSFC ISO 9000 website.



Side 2